

## EFF/ Retail Sales Week 1

Class hrs: 9:00 am – 2:30 pm

Lunch: 11:30 – 12:00

<b>Day 1: Mon. 4-4</b> <b>Course Overview</b> <b>Pam 9:00-2:30</b> <b>EC 110</b>	<b>Day 2: Tues. 4-5</b> <b>Learning about Myself</b> <b>Felicia 9:00-2:30</b> <b>EC 110</b>	<b>Day 3: Wed. 4-6</b> <b>The Communication Process</b> <b>Pam 9:00-2:30</b> <b>EC 110</b>
<p>Teacher – Student Introduction</p> <p>What was your first job</p> <p>Welcome/Overview of Course</p> <p>Thought for the day</p> <p>Ground rules / Achieves and Avoids</p> <p>Course requirements Goal-Setting and the Introduction of standard: Plan</p> <p>Introduction to EFF and standards</p> <p>Introduction to Retail Sales</p> <p>Homework Mystery shopping</p>	<p>Reflect and Evaluate</p> <p>Thought for the day</p> <p>Overview of Day</p> <p>Introduction of Standard: take Responsibility for Learning and Learning Styles Inventory</p> <p>Learning Skills Strategies</p> <p>Intro to Math</p> <p>Mystery Shopping</p>	<p>Reflect and Evaluate</p> <p>Thought for the Day</p> <p>Overview of Day</p> <p>The Communication Process</p> <p>Change Making</p> <p>Dress with Success</p> <p>Body Language</p> <p>Personality Preferences</p> <p>Homework</p>

## EFF/ Retail Sales Week 2

Class hrs: 9:00 am – 2:30 pm

Lunch: 11:30 – 12:00

<b>Day 4: Mon. 4-11</b> <b>Beginning a Portfolio</b> <b>Pam 9:00-2:30</b> <b>EC 110</b>	<b>Day 5: Tues. 4-12</b> <b>Providing Quality</b> <b>Customer Service</b> <b>Felicia 9:00-2:30</b> <b>EC 110</b>	<b>Day 6: Wed. 4-13</b> <b>Attention to Positive</b> <b>Customer Service</b> <b>Felicia 9:00-2:30</b> <b>EC 110</b>
Reflect and Evaluate  Thought for the Day  Overview of Day  Review first week  Calculators %  Homework  Start Crisp Book 1  Math  Portfolio Intro	Reflect and Evaluate  Thought for the Day  Overview of Day  Store Scenario  Continue Crisp Book 1  Test Book 1  Home work	Reflect and Evaluate  Test Results Book 1  Thought for the Day  Overview of Day  Start Crisp Book 2  Store Scenario  Home work Review

## EFF/ Retail Sales Week 3

Class hrs: 9:00 am – 2:30 pm  
Lunch: 11:30 – 12:00

<b>Day 7: Mon. 4-18</b> <b>Building Customer Relationships,</b> <b>Completing Special Orders</b> <b>Felicia 9:00-2:30</b> <b>CC 129</b>	<b>Day 8: Tues. 4-19</b> <b>Paying Attention to Company</b> <b>Policy</b> <b>Felicia 9:00-2:30</b> <b>EC 110</b>	<b>Day 9: Wed. 4-20</b> <b>Product Features and</b> <b>Customer Benefits</b> <b>Pam 9:00-2:30</b> <b>EC 110</b>
Reflect and Evaluate  Thought for the Day  Overview of Day  Internship check in  Continue Crisp Book 2  Book 2 Test  Store Scenario  Homework	Reflect and Evaluate  Thought for the Day  Overview of Day  Review Test 2  Start Book 3  Work Force Portfolio  Skills Portfolio  Draft / review Resume  Homework - Review	Reflect and Evaluate  Thought for the Day  Overview of Day  Internship check in  Continue Crisp Book 3  Book 3 Test  Store Scenario  Homework

## EFF/ Retail Sales Week 4

Class hrs: 9:00 am – 2:30 pm  
Lunch: 11:30 – 12:00

<b>Day 10: Mon. 4-25</b> <b>Advertising, Promotions and</b> <b>Making Returns</b> <b>Pam 9:00-2:30</b> <b>EC 110</b>	<b>Day 11: Tue. 4-26</b> <b>Positive Selling Techniques –</b> <b>Closing the Sale</b> <b>Felicia 9:00-2:30</b> <b>EC 110</b>	<b>Day 12: Wed. 4-27</b> <b>Store Closing</b> <b>Felicia 9:00-2:30</b> <b>EC 110</b>
Reflect and Evaluate  Thought for the Day  Overview of Day  Internship check in  Review test 3  Start Book 4  Test Book 4  Store Scenario  Internship process  Homework - Review	Reflect and Evaluate  Thought for the Day  Overview of Day  Internship check in  Review test 4  Start book 5  Test Book 5  Store Scenario  Homework - Review	Reflect and Evaluate  Thought for the Day  Overview of Day  Internship check in  Review Test 5  Store Closing  Profit Sheet  Start Book 6  Portfolio work  Math Modules

## EFF/ Retail Sales Week 5

Class hrs: 9:00 am – 2:30 pm

Lunch: 11:30 – 12:00

<b>Day 13: Mon. 5-2</b> <b>Beginning a Portfolio</b> <b>Pam 9:00-2:30</b> <b>CC 129</b>	<b>Day 14: Tue. 5-3</b> <b>Providing Quality</b> <b>Customer Service</b> <b>Pam 9:00-2:30</b> <b>EC 110</b>
<p>Reflect and Evaluate</p> <p>Thought for the Day</p> <p>Overview of Day</p> <p>Internship check in</p> <p>Finish book 6</p> <p>Test book 6</p> <p>Start book 7</p> <p>Portfolio work</p> <p>Math Modules</p>	<p>Reflect and Evaluate</p> <p>Thought for the Day</p> <p>Overview of Day</p> <p>Internship check in</p> <p>Review Book 6 test</p> <p>Finish book 7</p> <p>Test book 7</p> <p>Computer Lab 12:00 – 2:30</p> <p>Portfolio work</p> <p>Math Modules</p>

## **EFF/ Retail Sales Week 6**

**Class hrs: 9:00 am – 2:30 pm**

**Lunch: 11:30 – 12:00**

<b>Day 15: Mon. 5-9 Attention to Positive customer Service Pam 9:00-2:30 EC 110</b>	<b>Day 16: Tue. 5-10 Attention to Positive customer Service Felicia 9:00-2:30 EC 110</b>
Reflect and Evaluate	Reflect and Evaluate
Thought for the Day	Thought for the Day
Overview of Day	Overview of Day
Internship check in	Internship check in
Review Book 7 test	Review Book 8 test
Start book 8	Portfolio work
Test book 8	Math Modules
Portfolio work	
Math Modules	